

## CHAPTER IV

### CONCLUSION

During the internship in EF English First Bukit Mas as a teacher, the writer experienced many challenges. Even so, the writer gained a lot of knowledge and information especially regarding the role of a teacher, such as how to make a good lesson plan, how to teach in an appropriate manner, and how to act in workplace. For the writer, teachers are very important; for teachers pass knowledge to their students and equip them with the necessary skills in order to survive their later life.

Nevertheless, through this internship the writer learnt how to be a good teacher, how to act properly at the workplace and how to communicate with other employees in English First Bukit Mas. For teachers, other than the teaching skills, the skill of communication was very crucial in interacting with her students, their parents, and other employees. Being a good coworker and employee, the writer must be polite, calm and friendly at all times, especially when interacting with her students and their parents in order to make them feel comfortable and satisfied with the products and services offered. As an employee of English First Surabaya the writer had to also maintain the standard of service in English First.

The writer gained many experiences and advantages from her internship. The writer got explanation from Mr. Arief as her mentor, from Mr. Stuart as the Director of Studies at English First Bukit Mas, and Ms. Agni as the senior teacher at English First Bukit Mas to always keep a good image of English First to the public by being a good teacher, making a good lesson plan, and building a good relation with the students and their parents. The writer hopes that after finishing the internship in English First Bukit Mas,

this experience and knowledge can be profitable and she can experience a one step forward for success in the future.

Thus, the internship in English First Bukit Mas was very enjoyable and exciting for the writer. In addition, the writer not only knows how hard and challenging the job as a teacher is, but the experience also has made the writer appreciate the work ethics of English First Surabaya.

Finally, the writer would like to recommend English First as future reference for internship place to her juniors in English Diploma majoring English as English First provides a complete package of experience and a professional working environment.

